Virginia Department of Education
Office of Program Administration and Accountability

Title I Complaint Procedure

Definition of a Complaint
A complaint is a signed written statement that includes: 1) an allegation that a requirement applicable to the Title I local educational agency (LEA) program has been violated; and 2) information that supports the allegation.

Who May Complain
Any parent, teacher, other concerned individual(s), or organization(s) may file a complaint.

Complaint Procedure
1. *Receiving Complaints*: Complaints should be formally registered with the LEA Title I office. A complaint statement will be filed at the Title I office, and the signature of the complainant will be required. The written complaint will be delivered to the LEA superintendent.
2. *Investigating Complaints*: Upon receipt of the written complaint from the Title I coordinator, the LEA superintendent or his appointee will investigate the complaint within 15 business days. If the investigation is of such a nature that it requires additional time, an extension will be requested from the office of program administration and accountability at the Virginia Department of Education.
3. *Resolving Complaints*: Within 15 business days of the completion of the investigation and hearing, if required, a resolution and written decision will be rendered by the LEA. The dissemination of information concerning these procedures will be provided to interested parties, including all school division and school parent advisory committees.
4. *Appealing Complaints*: The complainant is provided the right to appeal the final resolution of the LEA to the Virginia Department of Education within 30 business days after receipt of the written decision.   The department will respond within 15 business days.

Basic Requirements
The Virginia Department of Education recommends that the LEA have on file an official written complaint resolution. The document provides the LEA with a formal means of resolving complaints related to Title I activities.